



Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, October 1, 2014

Member Attendance: Joe Diaz, California Association of Health Facilities (CAHF); Chris Duke, Aging and Independence Services (AIS); Debra Fitzgerald, Healthy San Diego (HSD); Kim Fritz, Care1st; Paula Goncalves, Community Research Foundation (CRF); Walter Hekimian, Edgemoor; Pam Hough, Light Bridge Hospice; Carol Hubbard, Program of All-Inclusive care for the Elderly (PACE); Kim Huynh, Harbage Consulting; Maria Iriarte, Disability Rights California; Molly Kintz, Loving Care Adult Day Health Care (CBAS); Greg Knoll, Consumer Center for Health Education and Advocacy (CCHEA); Rogelio Lopez, Health Net; Jenna MacRae, Elder Law and Advocacy (HICAP); Sabra Matovsky, Molina Healthcare; Pamela Mokler, Care1st; Vickie Molzen, AIS; Juanita Rettinghaus, Edgemoor; Bud Sayles, In-Home Support Services Public Authority (IHSS); George Scolari, Community Health Group (CHG); Peter Shih, HSD, Health and Human Services Agency (HHSA); Cheryl Wilson, San Diego Senior Alliance; and Judith Yates, Hospital Association of San Diego and Imperial Counties (HASDIC).

Guest Attendance: Joe Garbanzos, Harbage Consulting and Terri Williams, Harbage Consulting.

Welcome and Introductions

Additions to the Agenda

- None

Review and Approval of the September 3, 2014 Meeting Minutes

- The September 3, 2014 meeting minutes were approved as amended.
- Bullet #2: **[replace current language with the following]**: The Pilot began in September 2010, and was evaluated by Dr. Mark Meiners, PhD, in 2012. The results of the evaluation were published in the Home Health Care Services Quarterly, "*Insights from a Pilot Program to Integrated Medical and Social Services*," in August 2014.
- Bullet#3: **[replace current language with the following]**: The study involved 1,500 members in Care1st's Special Needs Plan (ONECare) and adult members of Arizona's (AZ) Medicaid, AHCCCS. Approximately one-half of ONECare members are seniors and more than 50% are adults with disabilities. Care1st AZ contracted with the Area Agency on Aging in Maricopa County to perform the following services: (1) conduct an in-home face-to-face assessment, (2) develop a Care Plan, and (3) identify needed Home and Community Based Services (HCBS). HCBS needs identified in the assessment process were provided by AAA contracted service providers using Older American's Act funding.
- Bullet #4: **[replace current language with the following]**: The independent Pilot evaluation conducted by Dr. Mark Meiners, PhD was funded by St. Luke's Health Foundation in Phoenix, AZ. (delete the rest of the sentence).
- Deletion of Bullet #5: *Care1st was able to pay....*
- Bullet #6: **[replace current language with]**: Care1st's average monthly costs for members receiving an assessment and services declined by an economically meaningful, significant amount – 59% per member per month reduction at six months and 47% per member per month reduction at 6 months.

CCI Consumer Feedback Updates

- Ombudsman – Greg Knoll, CEO of the Legal Aid Society (and Cal MediConnect Chair) reporting
 - The Statewide Health Consumer Alliance toll free line has received 11,227 calls to date with an average talk time of 7 min, 31 sec.
 - 84% of calls address confusion concerning the Cal MediConnect program
 - Expediting disenrollment continues to be a trend.
 - Efforts continued toward educating providers to encourage them to maintain services for their beneficiaries.
 - Recent updates in the Department of Health Care Services (DHCS) policies will bring important changes beginning January 2015; DHCS and Ombudsman staff have received training to address future questions.
 - Information will be available for Duals Special Needs Plan (D-SNP) beneficiaries and beneficiaries subject to Medicare Part D plan reassignment.
 - All states participating in the Center for Medicare and Medicaid Innovation (CMMI) Ombudsman program attended a meeting in Washington DC in September.
 - Representatives from California discussed Systemic Analysis and Recommendations.
 - California strongly suggested the need for additional funding and staffing to meet the demands of the program.
 - All states will adopt passive enrollment.
 - California was granted an additional \$700k in funding for the second year of the program.
 - It was noted enrollment issues overshadow success stories.
- HICAP
 - New issue has arisen with Providers that do not understand how the opt-out process works.
 - The revised enrollment form has improved beneficiary understanding, which has resulted in a significant decrease in consumer calls.
 - Calls are expected to rise again as open enrollment approaches.
- CCI Advisory Committee Members
 - Healthy San Diego (HSD) assisted 132 consumers in August.
 - Kim Huynh provided training to over 40 Family Resource Center (FRC) staff
 - The Universal Assessment Tool Retreat event took place in September; all Health Plans agreed the Universal Tool needs improvement; a 90 minute interview time frame is unrealistic when dealing with ill and frail patients and many questions are redundant.

CCI Updates

- CCI Health Plans
 - Centers for Medicare and Medicaid Services (CMS) will hold a stakeholder focus group in California on November 5th.
 - CHG shared a success story in which one of its members struggled to receive consistent medical care, constantly referred from physicians to specialists who ran the same tests and failed to communicate with each other. As a result of the Cal MediConnect program, she now has the advantage of proper care coordination.
 - The Cal MediConnect multiple language informational flyer will be updated on the Cal Duals website.
- Harbage Consulting Update
 - Joe Garbanzos of Harbage Consulting was introduced as the new Outreach Coordinator for the CCI in San Diego and as a new Advisory Committee member.

- Outreach continued in a variety of ways; staff met with three homeless agencies and 21 churches (predominantly African-American and Hispanic Immigrant Congregations); networked with eight non-profit organizations at the fiscal sponsorship meeting; and continued to provide CCI information and distribute flyers to the community.
- Terry Williams has asked for issues and successes to be submitted to her.
- Kim provided the Public Authority with a three page fact sheet outlining what Cal MediConnect eligible members should expect to receive.
- The Viet News segment was filmed on September 30th and airing information will be available Friday, November 3rd.
- In September, outreach was made to 350 care providers from IHSS, 100 consumers through the Union of Pan Asian Communities (UPAC) and 134 advocates including the San Diego Regional Center (SDRC) and social workers.
- Skilled Nursing Facilities (SNF) Workgroup Update
 - Seventy-five members participated in the recent monthly teleconference meeting.
 - Discussion continued concerning the Memorandum of Agreement (MOA) and addressed the follow issues:
 - Billing and reimbursement when emergency evacuation occurs.
 - Understanding physician services and requirements under State and Federal law when conducting assessments upon discharge, 30-day follow ups, and the use and role of nurse practitioners (who is allowed).
 - A physician toolkit will be introduced as an aid for providers.
 - There has been confusion when Federal Law exceeds State Law concerning physician services in a skilled setting.
 - It was noted Federal provisions enhance State regulatory requirements.
 - The issue concerning the lack of coverage for residential type treatment for those in skilled nursing facilities by health plans was noted as needing attention.
 - Los Angeles has experienced issues between SNFs and Health Plans regarding diabetic patient supply vendors; this will be added as an agenda item for the next SNF Work Group meeting.
 - The State Association's annual conference will take place November 10th-12th in Palm Springs.
- Healthy San Diego Behavioral Health Workgroup Meeting Update
 - August and September meetings were cancelled
 - No new updates
- Community Based Adult Services (CBAS) Update
 - The quarterly conference call on September 8th focused on compliance requirements.
 - Settlement Agreement expires October 31st.
 - After October 31st, health plans will be able to contract with Community Based Adult Services (CBAS) centers of their choice and institute their own requirements.
 - No decision has been made regarding Title 22 compliance requirements.
 - The California Association of Adult Day Services (CADS) conference will take place November 17th-19th.
- Communication Workgroup Update
 - The Workgroup now meets quarterly.
 - No new updates.
- Cal MediConnect Enrollment Dashboard Report
 - As of September 1st there are 8,779 active enrollments in San Diego; 1,812 pending for October and 2,301 pending for November.
 - Total active enrollments to date are 44,804.

- Opt outs may increase as members become aware they can return to their former plan.

Open Discussion on CCI Rollout

- The TeleTownhall meeting plan continues to move forward; the third bid needed was obtained.
- Corrective action was taken on an outlier medical group in East County, not involved with Cal MediConnect, for providing misinformation to patients.
- Balance billing continues to be an issue.
- Amber Cutler presented D-SNP's Marketing Guidelines for Medicare Advantage; the presentation will be available on the Cal Duals website.
- Transforming Long-Term Services and Supports (LTSS) Summit took place September 30th.
 - Major issues discussed included enrollment challenges and uncertainty concerning the Aging network.

Miscellaneous Updates and Announcements

- None.

Suggested November Meeting Agenda Items

- None.

Next Meeting

The next meeting will be held on November 5th, 2014 from 9:30am–11:30am at the San Diego County Medical Society.

Meeting minutes transcribed by Aracely Soriano